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AUTHOR Snapp, Jane
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ABSTRACT

Supporting performance objective 41 of the V-TECS (Vocational-Technical Education Consortium of States) Secretarial Catalog, both a set of student materials and an instructor's manual on maintaining office equipment are included in this packet. (The packet is the first in a set of fifteen on typewriting--CE 016 921-934.) The student materials include a pretest and a posttest, two learning activities, two check-out activities, and an instructor's evaluation guide for each check-out activity. The instructor's manual includes a program description and outline and a list of required supplies and equipment. Also included are an answer key for the posttest and the narrative for a filmstrip on maintaining office equipment. The materials are designed for self-paced individual instruction and may be adapted for use with large groups. (A separate booklet--CE 016 911--lists contents for the fifteen packets in this set along with those in several other sets--seventy-eight packets in all--based on the same V-TECS catalog.) (JT)

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**MAINTAINING
OFFICE EQUIPMENT**

STUDENT'S MANUAL

Prepared by

Mrs. Jane Snapp

These materials support
Performance Objective 41 of the
V-TECS Secretarial Catalog

State Department of Education
Office of Vocational Education
Office Occupations Education
Columbia, South Carolina 29201

In Cooperation With

Vocational Education Media Center
Clemson University
Clemson, South Carolina 29631

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CE 016 920

PERFORMANCE OBJECTIVES

MAINTAINING OFFICE EQUIPMENT is a filmstrip program which has been designed to present the techniques and procedures of cleaning and oiling equipment in the office.

An objective is a statement of what you should expect to accomplish in a program. The following is a list of your objectives for this slide-tape program.

1. You will be able to identify and use the following items related to maintenance of office equipment:
 - a. instruction manual
 - b. absorbent typewriter cleaning paper
 - c. fluid type cleaner
 - d. typewriter brush (several styles and their uses)
 - e. gum cleaner
2. Given an instruction manual for any machine located in your classroom or department, you will demonstrate your ability to clean (and oil if necessary) any given machine within the specified time limit. Performance must be in accordance with specifications in the manufacturer's manual.
3. After properly cleaning a given machine, you will demonstrate your ability to check for proper cleaning techniques and set the machine for use.

PROGRAM PERFORMANCE GUIDE

To help you accomplish the above objectives, you should follow this outline of activities:

- I. Complete the pretest.
- II. View the filmstrip program entitled: "Maintaining Office Equipment."
- III. Complete the post-test.
- IV. After successfully completing the post-test, complete the Learning Activities.
- V. Perform the Checkout Activities to complete this program.
- VI. Turn in completed activities as directed by your instructor.

Name _____

MAINTAINING OFFICE EQUIPMENT

PRETEST

Directions: -Fold this sheet lengthwise at the fold line.

-Respond to the items by writing your answer in the blank under Answer column.

-When you have finished, check your answers by folding out the Correct Answer column.

Questions	Your Answer	Correct Answer
1. Can you type?	1. Yes-No	Fold Here
2. Can you identify the following parts of a typewriter? Check those you can identify.	2. Yes-No	
a. typewriter case	a. _____	
b. type face	b. _____	
c. platen	c. _____	
d. paper bail rollers	d. _____	
e. paper release	e. _____	
f. ribbon control	f. _____	
g. type basket	g. _____	
h. element	h. _____	
3. Do you know the location of cleaning supplies or how to obtain them?	3. Yes-No	
If your answer to any of these questions is no, see your instructor for further instructions. DO NOT CONTINUE THIS PROGRAM UNLESS ALL ANSWERS WERE "YES."		
4. List the three types of common type cleaners.	4. (a) _____ _____ (b) _____ (c) _____	absorbent paper fluid gum
5. You should never attempt to operate any machine without first studying the _____	5. _____ _____	instruction manual
6. When type face is clogged with excessive ink, it is best to loosen it with a _____	6. _____	brush
7. To clean the hard-to-reach feed rollers, it is best to use _____	7. _____ _____	absorbent cleaning paper
8. Once you have completed the cleaning operation, you should _____ your hands.	8. _____	clean
9. Be sure that all cleaning materials are put away and that they are _____	9. _____	clean
10. _____ is an important trait which gives your work a professional appearance.	10. _____	Neatness

Name _____

Evaluation _____

MAINTAINING OFFICE EQUIPMENT

POST-TEST

Directions: Respond to the items by writing your answer in the blank under the Answer column.
When you have finished, turn in this sheet to your instructor for evaluation.

Questions	Your Answer	Acceptable	Not Acceptable
		✓	X
1. Before attempting to operate any machine for the first time, it is wise to check the directions for operation in the _____	1. _____ _____	+20	-20
2. When cleaning type face with _____, it is necessary to move the ribbon control to the stencil setting and type each character clean.	2. _____ _____	+12	-12
3. _____ type cleaner comes in a bottle and is applied with a spongy applicator.	3. _____	+12	-12
4. You must always brush the type face in a type basket _____ from the type basket and toward your body.	4. _____	+12	-12
5. You should scrub stubborn characters briskly to remove ink residue.	5. True or False	+12	-12
6. _____ cleaner absorbs the ink particles on the type face and then must be kneaded before reuse.	6. _____	+12	-12
7. What is the most important thing to remember when preparing to clean a typing element?	7. _____	+20	-20

MAINTAINING OFFICE EQUIPMENT LEARNING ACTIVITIES

LEARNING ACTIVITY No. 1.

Identify and explain the use of the following cleaning supplies:

- a. brush
- b. cleaning fluid
- c. typewriter cleaning paper
- d. gum cleaner

LEARNING ACTIVITY No. 2.

Read the instruction manual for a selected piece of equipment available in your department. After studying the manual, have your instructor observe your technique as you go through the steps of cleaning the equipment. Follow any other instructions given in the manual related to maintenance of the machine.

Follow the performance guide below:

1. Read the instructions.
2. Gather the necessary supplies.
3. Carefully follow each specified step in cleaning and oiling the equipment.
4. Operate the equipment to verify that it is working properly.

Checkout Activity No. 1
for
MAINTAINING OFFICE EQUIPMENT

Demonstrate the procedure for cleaning your typewriter with each of the following cleaning media:

1. cleaning paper
2. cleaning fluid
3. gum

After the demonstration under the supervision of your instructor, list in outline form the steps you followed in the cleaning procedure for each medium.

TYPE THE OUTLINES AND SUBMIT THEM TO YOUR INSTRUCTOR FOR EVALUATION.

Checkout Activity No. 2
for
MAINTAINING OFFICE EQUIPMENT

After studying the instruction manual provided by your instructor, demonstrate your ability to clean (and oil if necessary) any given machine within the specified time limit.

Follow this performance guide:

1. Read instructions.
2. Gather necessary supplies.
3. Carefully follow each specified step in cleaning and oiling the equipment.
4. Operate equipment to verify that it is working properly.

UNDER THE SUPERVISION OF THE INSTRUCTOR, DEMONSTRATE YOUR ABILITY TO PERFORM THIS ACTIVITY.

Instructor's Evaluation Guide
for

**MAINTAINING OFFICE EQUIPMENT
CHECK-OUT ACTIVITY NO. 1**

Name _____

PERFORMANCE CRITIQUE:

Excellent _____

Good _____

Fair _____

Needs Improvement _____

ACTIVITY	In maintaining office equipment, the student:	Evaluation	
		Acceptable	Unacceptable
1.	Read the instruction booklet on cleaning and oiling.		
2.	Obtained the necessary cleaning supplies.		
3.	Demonstrated a thorough knowledge of cleaning and caring for machine.		
4.	Replaced all movable parts and put machine back in usable condition.		
5.	Cleaned work area and returned all cleaning supplies to proper place.		
6.	Composed outline listing steps in using cleaning paper to clean a typewriter.		
7.	Composed outline listing steps in using cleaning fluid to clean a typewriter.		
8.	Composed outline listing steps in using gum to clean a typewriter.		

**Instructor's Evaluation Guide
for**

**MAINTAINING OFFICE EQUIPMENT
CHECK-OUT ACTIVITY NO. 2**

Name _____

PERFORMANCE CRITIQUE:

Excellent _____

Good _____

Fair _____

Needs Improvement _____

ACTIVITY	In maintaining office equipment, the student:	Evaluation	
		Acceptable	Unacceptable
1.	Read instruction booklet on cleaning and oiling.		
2.	Obtained the necessary cleaning supplies.		
3.	Demonstrated a thorough knowledge of cleaning and caring for machine.		
4.	Replaced all movable parts and put machine back in usable condition.		
5.	Cleaned work area and returned all cleaning supplies to proper place.		

**MAINTAINING
OFFICE EQUIPMENT**

INSTRUCTOR'S MANUAL

Prepared by

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PROGRAM DESCRIPTION

MAINTAINING OFFICE EQUIPMENT is an individualized, self-instructional program developed for use in a typing and/or office procedures course to teach the proper maintenance of office equipment. The quality of materials produced is dependent, not only upon the skill of the machines operator, but also upon the operating efficiency of the equipment.

The instructor of this program should become familiar with the Instructor's Manual and the Student's Manual before presenting the program to an individual or a group.

For the objectives of this program, see the list of objectives in the Student's Manual.

PROGRAM OUTLINE

- Duplicate copies of the Student's Manual as needed.
- Check the list of Supplies and Equipment Required and have all items available during this program.
- Distribute a Student's Manual to each student.
- Administer the pretest.
- If the student(s) answer "Yes" to questions 1-3 of the pretest, continue with the program. If some answers are "No," provide the needed learning activities for the student(s) to meet these necessary entering skill levels.
- Show the filmstrip program, "Maintaining Office Equipment."
- Administer the post-test. (Answers are provided in the Instructor's Manual.)
- Have the student(s) complete the Learning Activities. You will prepare a display of items for Learning Activity (L.A.) No. 1.
- Have the student(s) complete the Checkout Activities. (Use the Instructor's Evaluation Guide to evaluate the performance of each student on these activities: this guide is in the Student's Manual. You may wish to remove these sheets until the student is ready for the evaluation.)
- Instruct the student(s) to submit (or file) all work completed along with the evaluation results as recorded by the instructor.
- Evaluate the effectiveness of this program based on the needs of the student(s).

SUPPLIES & EQUIPMENT REQUIRED

You will need:

1. A typewriter for each student. For this program, a machine that is in need of cleaning is preferable.
2. Cleaning supplies, which may include:
 - a. brushes (suited to the machines available)
 - b. cleaning fluid
 - c. typewriter cleaning paper
 - d. gum cleaner
 - e. a piece of equipment to be cleaned
 - f. an instruction manual for the equipment that will be used

3. A Student's Manual for each student.
4. A filmstrip projector.
5. A cassette tape player.

**Instructor's Answer Sheet
for Post-Test
MAINTAINING OFFICE EQUIPMENT**

1. instruction manual (or manufacturer's manual)
2. cleaning paper
3. fluid
4. away
5. false
6. gum
7. Place the element on the brush designed for this purpose and do not hold it by the grooves on the bottom.

NARRATION

MAINTAINING OFFICE EQUIPMENT

1. Title slide.
2. Credit slide.
3. The task of cleaning equipment is essential in the business office. Every machine and office tool used in the production of business correspondence and reports must be clean so the final product will be of the highest quality.
4. Each piece of equipment in the office should have an accompanying instruction manual.
5. The instruction manual will provide information on related materials that are available to aid the machine operator; information on operation and use of the equipment, and information on keeping the equipment clean and in proper working condition.
6. You should study the instruction manual before attempting to operate any piece of equipment. Your instructor will point out the parts with which you should be familiar and the correct cleaning and oiling procedure for any particular machine available in your department.
7. The following slides will review the methods of cleaning a typewriter. The typewriter is generally the most frequently used piece of equipment in the office – and is also the most abused piece of equipment.
8. Think of your typewriter as your faithful work companion. If you treat it properly, it will return the kindness by helping you produce clean, impressive copies.
9. In general, you are responsible for keeping the typewriter case dusted and free of oil and ink...
10. the type face unclogged . . .
11. and the platen and paper bail rollers free of grease and ink.
12. Other repairs and maintenance are usually performed by the company repairperson.
13. There are several cleaning methods available. Select the one that most adequately suits your needs.
14. Select an absorbent paper which is useful in removing ink and grease deposits on the hard-to-reach feed rollers under the platen.
15. Insert the cleaning paper in the typewriter, absorbent side up. Place the paper release lever in open position so the sheet of cleaning paper can move freely. Draw the paper back and forth across the entire area of the platen. The platen may also be cleaned by using a fluid cleaner and soft cloth.
16. With the paper release lever closed, roll the platen backward and forward several times. This action cleans the feed rollers located beneath the platen.

17. To clean the type face with the absorbent paper, simply insert the paper, absorbent side up; move the ribbon control to the stencil setting; set the impression control on heavy; and type each character individually until it types clean.
18. Remember, do not feed used cleaning paper back through the typewriter or it will leave deposits on the feed rollers.
19. Tear off the used portion of the cleaning paper and discard. Do not reuse these sheets.
20. Fluid type cleaner comes in a bottle with an applicator similar to shoe polish.
21. Brush the fluid sparingly across the type face. Remove any excess fluid by blotting with an absorbent cloth or cotton pad. For hard-to-clean characters, you may need to use a brush.
22. To clean typewriters with type bars, brush toward your body and away from the type basket. This action avoids getting loose ink particles in the moving parts of the typewriter.
23. For those typewriters with elements, remove the element as explained in your instruction manual.
24. Attach the element to the tip of the brush which is provided for this purpose.
25. Never hold the element in this manner. An element is not made of sturdy metal as it appears to be and will break easily. When a groove on the bottom is broken, the element will not work properly.
26. As you hold the brush with the element attached, use another brush and "pick" the characters clean. Avoid using a harsh, scrubbing action as it may damage the type face.
27. Once you have loosened stubborn particles with a brush, complete the cleaning job using the fluid.
28. Another type of cleaning material is gum. Gum is used to absorb residue from the type face.
29. Gently press the gum onto the type face and then lift with a twisting motion. Gum can be used to clean type bars . . .
30. and elements.
31. When you have finished, clean the gum by kneading it until the ink disappears.
32. The gum is now ready for the next cleaning job. Store the gum in the original container until you need it again.
33. After you have completed the job of cleaning your typewriter, replace all cleaning materials. Of course, these items must also be kept clean.
34. Wash your hands to remove all traces of ink, oil, and cleaning chemicals.
35. Another important aspect of maintaining office equipment is keeping a repair record on each piece of equipment in the office. An Equipment Repair Record should be established for each piece of equipment in an office.

36. This record will enable the person in charge of equipment to keep track of breakdowns and missing parts. When the repairperson comes, it will be a simple matter to check the records to see which machines need attention.
37. Each piece of equipment should be given a code number or name so each card can be located easily in the file. That name or number should then be attached to the equipment.
38. There may be times when the person in charge of the equipment will not be available when the repairperson comes. If the repairperson understands the system being used, the equipment can be located without delay.
39. The record should state the date of the breakdown, the nature of the breakdown, what action was taken to repair the equipment, and the date of the repair. Any other information the business may require should also be included on this record. When a piece of equipment needs service, the card for that particular machine should be pulled from the file and placed in a special section for repair notice. After the repair is completed, the card is replaced in the file.
40. The Repair Record can also be used in deciding when to replace old equipment. When the repair costs for a particular machine outweigh its usefulness, the machine should be traded for a more efficient model.
41. In referring to the Repair Record, the decision may be made for or against a particular brand depending on whether the brand used was dependable.
42. The Repair Record has proven itself to be an important contribution to office management.
43. Maintaining the office equipment is one way to impress your employer with your neatness and efficiency.